

# Compatibility Matrix

BlackBerry UEM

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# Introduction

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The compatibility matrix contains the latest information about BlackBerry UEM compatibility with third-party products and services.

Unless otherwise stated, maintenance releases (for example, 12.3.1) have the same system requirements and support levels as their related major release (for example, 12.3).

For information about compatibility for mobile and desktop operating systems and enterprise apps, [see the Mobile/Desktop OS and Enterprise Apps Compatibility Matrix](#).

For information about installing BlackBerry UEM, [see the Installation and upgrade content](#).

BlackBerry UEM supports only the standard character set (non-unicode).

## Legend

Abbreviation	Definition
NS	Not supported. BlackBerry does not support the configuration.
LS	Limited support. BlackBerry supports the configuration, but has not fully assessed the third-party component for compatibility.
Sup	Supported. BlackBerry supports the configuration.
O	Pending. BlackBerry does not yet support the configuration, but is currently assessing the third-party component for compatibility.

# BlackBerry UEM server

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The following section lists third-party software that is compatible with BlackBerry UEM and BES12.

## Operating system

You can install BlackBerry UEM on English, French, Spanish, or German implementations of the operating system.

Operating system (64-bit)	12.6	12.5	12.4	12.3
Windows Server 2008 SP2	LS	LS	LS	Sup
Windows Server 2008 R2 SP1	LS	LS	LS	Sup
Windows Server 2012	Sup	Sup	Sup	Sup
Windows Server 2012 R2	Sup	Sup	Sup	Sup

## Database server

Local Microsoft SQL Server implementations must use the 64-bit database server. Remote Microsoft SQL Server implementations can use either 64-bit or 32-bit database servers.

Database server	12.6	12.5	12.4	12.3
Microsoft SQL Server 2008 SP4	LS	LS	LS	LS
Microsoft SQL Server 2008 Express SP4	LS	LS	LS	LS
Microsoft SQL Server 2008 R2 SP3	LS	LS	LS	LS
Microsoft SQL Server 2008 R2 SP3 Express	LS	LS	LS	LS
Microsoft SQL Server 2012 SP2	LS	LS	LS	LS
Microsoft SQL Server 2012 Express SP2	LS	LS	LS	LS
Microsoft SQL Server 2012 SP3	Sup	Sup	Sup	Sup
Microsoft SQL Server 2012 Express SP3	Sup	Sup	Sup	Sup
Microsoft SQL Server 2014 SP1	LS	Sup	Sup	Sup
Microsoft SQL Server 2014 Express SP1	LS <sup>1</sup>	Sup <sup>1</sup>	Sup <sup>1</sup>	Sup <sup>1</sup>

Database server	12.6	12.5	12.4	12.3
Microsoft SQL Server 2014 SP2	Sup	Sup	Sup	Sup
Microsoft SQL Server 2014 Express SP2	Sup	Sup	Sup	Sup
Microsoft SQL Server 2016	Sup	NS	NS	NS
Microsoft SQL Server 2016 Express	Sup	NS	NS	NS

<sup>1</sup>This version of Microsoft SQL Server is bundled with the setup application for this release.

## Browser

The following table lists the supported browsers and versions to access the BlackBerry UEM console.

Browser	12.6	12.5	12.4	12.3
Windows Internet Explorer 9.0 (32-bit)	NS	NS	NS	NS
Windows Internet Explorer 10.0 (32-bit)	NS	NS	NS	NS
Windows Internet Explorer 11.0 (32-bit)	Sup	Sup	Sup	Sup
Microsoft Edge	Sup	Sup	Sup	NS
BlackBerry 10 browser	Sup	Sup	Sup	Sup
Mozilla Firefox	Sup	Sup	Sup	Sup
Google Chrome	Sup	Sup	Sup	Sup
Safari 7 for Mac +	Sup	Sup	Sup	Sup

## Java Runtime Environment

Java Runtime Environment (JRE)	12.6	12.5	12.4	12.3
JRE 8u60	NS	NS	LS	Sup <sup>1</sup>
JRE 8u65	NS	NS	Sup <sup>1</sup>	Sup
JRE 8u71	NS	NS	Sup	Sup
JRE 8u73	NS	NS	Sup	Sup
JRE 8u77	NS	NS	Sup	Sup
JRE 8u91	NS	Sup <sup>1</sup>	Sup	Sup
JRE 8u101	NS	Sup	Sup	Sup

Java Runtime Environment (JRE)	12.6	12.5	12.4	12.3
JRE 8u111	Sup <sup>1</sup>	Sup	Sup	Sup

<sup>1</sup>This version of JRE is bundled with the setup application for this release.

## BlackBerry Enterprise Identity

The following table lists the supported BlackBerry Enterprise Identity versions.

BlackBerry Enterprise Identity version	12.6	12.5	12.4	12.3
BlackBerry Enterprise Identity for BES12 version 1.0	NS	NS	Sup	NS
BlackBerry Enterprise Identity for BES12 version 1.1	NS	Sup	NS	NS
BlackBerry Enterprise Identity for BlackBerry UEM version 1.2	Sup	NS	NS	NS

## BlackBerry Enterprise IM

### BlackBerry Collaboration Service

	12.6	12.5	12.4	12.3
BlackBerry Collaboration Service 12.3	NS	NS	NS	Sup
BlackBerry Collaboration Service 12.4	NS	NS	Sup	NS
BlackBerry Collaboration Service 12.5	Sup	Sup	Sup	NS
BlackBerry Collaboration Service 12.6	Sup	NS	NS	NS

### Enterprise IM app

	12.6	12.5	12.4	12.3
Enterprise IM 3.0	NS	NS	NS	Sup
Enterprise IM 3.0.1	NS	NS	NS	Sup
Enterprise IM 3.1	NS	NS	NS	Sup
Enterprise IM 3.1.1	NS	NS	NS	Sup

	12.6	12.5	12.4	12.3
Enterprise IM 3.1.2	NS	NS	NS	Sup
Enterprise IM 3.1.3	NS	NS	NS	Sup
Enterprise IM 3.2	NS	NS	NS	Sup
Enterprise IM 3.3.0	Sup	Sup	Sup	Sup
Enterprise IM for Cisco 4.0	Sup	Sup	Sup	Sup

## Good Control server

	12.6	12.5	12.4	12.3
Good Control server version 2.2	NS	NS	Sup <sup>1</sup>	NS
Good Control server version 2.3	NS	Sup	NS	NS
Good Control <sup>2</sup> server version 3.0	NS	NS	NS	NS

<sup>1</sup> BES12 version 12.4 MR1 is required for Good Control server support.

<sup>2</sup> Good Control services are now integrated in BlackBerry UEM. For more information, refer to the *BlackBerry UEM Configuration Guide*.

## BlackBerry 2FA

	12.6	12.5	12.4	12.3
Strong Authentication by BlackBerry 1.7.x	NS	NS	Sup	LS
Strong Authentication by BlackBerry 1.8	NS	Sup	Sup	LS
Strong Authentication by BlackBerry 2.0	Sup	Sup	Sup	LS
BlackBerry 2FA 2.5	Sup	LS	LS	LS

## BlackBerry Workspaces

For more information about BlackBerry Workspaces compatibility, see [the WatchDox plug-in for BlackBerry UEM Compatibility matrix](#).



<b>BlackBerry Workspaces plug-in</b>	<b>12.6</b>	<b>12.5</b>	<b>12.4</b>	<b>12.3</b>
WatchDox plug-in for BES12 version 1.0	NS	NS	NS	Sup <sup>1</sup>
WatchDox plug-in for BES12 version 1.1	NS	NS	Sup	NS
WatchDox plug-in for BES12 version 2.0	NS	NS	Sup	NS
WatchDox plug-in for BES12 version 3.0	NS	Sup	NS	NS
BlackBerry Workspaces plug-in for BlackBerry UEM version 3.1	Sup	NS	NS	NS

<sup>1</sup> BES12 version 12.3 MR1 is required for WatchDox server support.

# Secure Work Space

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Secure Work Space implementations are supported only on iOS devices and ARM-based Android devices managed by BlackBerry UEM. The following table lists the supported mail servers and versions that are also required. For more details about setting up the work space for iOS devices and Android devices, see the Configuration content.

**Note:** Novell GroupWise is not currently supported.

## Microsoft

Mail server	12.6	12.5	12.4	12.3
Microsoft Exchange Server 2007 SP3 (Microsoft Exchange ActiveSync 12.1)	LS	Sup	Sup	Sup
Microsoft Exchange Server 2010 SP3 (Microsoft Exchange ActiveSync 14.1)	LS	Sup	Sup	Sup
Microsoft Exchange Server 2013 SP1 (Microsoft Exchange ActiveSync 14.1) <sup>1</sup>	LS	Sup	Sup	Sup
Microsoft Exchange Server 2016 (Microsoft Exchange ActiveSync 16) <sup>1</sup>	LS	Sup	Sup	Sup
Microsoft Office 365 (Microsoft Exchange ActiveSync 14.1) <sup>2</sup>	LS	Sup	Sup	Sup

<sup>1</sup> To use the BlackBerry Work Connect Notification Service with Microsoft Exchange Server 2013, you must install Cumulative Update 2 or later for Microsoft Exchange Server 2013, and make some manual configuration changes to BlackBerry UEM. For more information, visit <http://www.blackberry.com/btsc/KB36432> to read article KB36432.

<sup>2</sup> Users do not receive notifications of new email messages because the BlackBerry Work Connect Notification Service does not currently support Microsoft Office 365.

## IBM

Mail server	12.6	12.5	12.4	12.3
IBM Notes Traveler 9.0.1 (Microsoft Exchange ActiveSync 14.1)	LS	Sup	Sup	Sup

Users do not receive notifications of new email messages because the BlackBerry Work Connect Notification Service does not currently support IBM Notes Traveler.

# Samsung KNOX

Samsung KNOX is the enhanced management capabilities that Samsung provides for Samsung Galaxy devices.

**Note:** For details on supported KNOX Workspace devices, visit <https://www.samsungknox.com/knoxportal/files/GalaxyDevicesSupportingKNOX.pdf>.

<b>KNOX MDM</b>	<b>12.6</b>	<b>12.5</b>	<b>12.4</b>	<b>12.3</b>
KNOX MDM 4.0 +	Sup	Sup	Sup	Sup
KNOX MDM 5.0 +	Sup	Sup	Sup	Sup
KNOX MDM 5.4	Sup	Sup	Sup	Sup
<b>KNOX Workspace (Premium)</b>	<b>12.6</b>	<b>12.5</b>	<b>12.4</b>	<b>12.3</b>
KNOX 1.0	NS	NS	NS	NS
KNOX 2.0	NS	LS	LS	LS
KNOX 2.1	NS	LS	LS	LS
KNOX 2.2	NS	LS	LS	LS
KNOX 2.3	LS	Sup	Sup	Sup
KNOX 2.4.x	Sup	Sup	Sup	Sup
KNOX 2.5.x	Sup	Sup	Sup	Sup
KNOX 2.6.x	Sup	Sup	Sup	LS
KNOX 2.7	O	O	O	O

# Android for Work

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Android for Work is a feature developed by Google that provides additional security for organizations that want to manage Android devices and allow their data and apps on Android devices.

For more information about devices recommended for Android for Work, visit <https://www.google.com/work/android/features/devices.html>.

<b>Work and personal - user privacy (Android for Work) and Work and personal - user privacy (Android for Work - Premium)</b>	<b>12.6</b>	<b>12.5</b>	<b>12.4</b>	<b>12.3</b>
Android OS 5.0.x	NS	NS	NS	NS
Android OS 5.1.x	Sup	Sup	LS	LS
Android OS 6.0	Sup	Sup	LS	NS
Android OS 7.0	Sup	Sup	Sup	Sup
<b>Work space only (Android for Work)</b>	<b>12.6</b>	<b>12.5</b>	<b>12.4</b>	<b>12.3</b>
Android OS 5.0.x	NS	NS	NS	NS
Android OS 5.1.x	Sup	Sup	LS	LS
Android OS 6.0	Sup	Sup	LS	NS
Android OS 7.0	Sup	Sup	LS	NS

# BlackBerry Enterprise Server 5

A BES5 database that is being upgraded to BlackBerry UEM must meet the third-party product requirements listed in this section. The database must be at version BES5 5.0.4 MR10 or later.

## Operating system

Operating system (64-bit)	5.0.4 MR10 +
Windows Server 2008 SP2	Sup
Windows Server 2008 R2 SP1	Sup
Windows Server 2012	Sup <sup>1</sup>
Windows Server 2012 R2	Sup

<sup>1</sup>Known issue with work around, see KB33436 for more details.

## Mail server

### Microsoft

Mail server	5.0.4 MR10 +
Microsoft Exchange Server 2007 SP3	Sup
Microsoft Exchange Server 2010	LS
Microsoft Exchange Server 2010 SP1	LS
Microsoft Exchange Server 2010 SP1 (Hosted Mode)	LS <sup>1</sup>
Microsoft Exchange Server 2010 SP2	LS
Microsoft Exchange Server 2010 SP2 (Hosted Mode)	LS <sup>2</sup>
Microsoft Exchange Server 2010 SP3	Sup
Microsoft Exchange Server 2013	LS <sup>3, 4</sup>
Microsoft Exchange Server 2013 SP1	Sup <sup>3, 4</sup>
Microsoft Exchange Server 2016	NS <sup>5</sup>

Mail server	5.0.4 MR10 +
<b>MAPI + CDO 1.2.1 Package</b>	
MAPI/CDO 6.5.8190.0	LS
MAPI/CDO 6.5.8211.0	LS
MAPI/CDO 6.5.8244.0	LS
MAPI/CDO 8.3.8309.0	LS
MAPI/CDO 8.3.8353.0	Sup

<sup>1</sup>Support for Windows Exchange 2010 SP1 Hosting requires RU3, for additional support conditions please see KB26555.

<sup>2</sup>Hosting is only supported on the Hosting SKU, Configuring BlackBerry Enterprise Server with Exchange 2010 SP2 for Multi-Tenant Deployment using Address Book Policies is not supported, please see KB29442 for more details.

<sup>3</sup>Support for Microsoft Exchange 2013 requires BES 5.0.4 MR10 or later. For supported BES configurations in mixed Exchange environments and known issues, please see KB33406.

<sup>4</sup>A known compatibility issue exists with CU3 and SP1, please see KB24421 & KB33413 for more details.

<sup>5</sup>Microsoft Exchange Server 2016 does not support clients that use MAPI/CDO to access Exchange data, therefore it cannot be supported on BES5.

## IBM

Mail server	5.0.4 MR10 +
IBM Domino v8.5.3	Sup
IBM Domino v9.0.0	Sup
IBM Domino v9.0.1	Sup

## Novell

Novell GroupWise is not currently supported.

# Database server

Only remote database implementations are supported on 32-bit database servers.

Database server (32-bit)	5.0.4 MR10 +
Microsoft SQL Server 2008 SP3	Sup
Microsoft SQL Server 2008 Express SP3	Sup

<b>Database server (32-bit)</b>	<b>5.0.4 MR10 +</b>
Microsoft SQL Server 2008 SP4	Sup
Microsoft SQL Server 2008 Express SP4	Sup
Microsoft SQL Server 2008 R2 SP2	Sup
Microsoft SQL Server 2008 R2 Express SP2	Sup
Microsoft SQL Server 2008 R2 SP3	Sup
Microsoft SQL Server 2008 R2 Express SP3	Sup
Microsoft SQL Server 2012 SP1	LS
Microsoft SQL Server 2012 Express SP1	LS
Microsoft SQL Server 2012 SP2	Sup
Microsoft SQL Server 2012 Express SP2	Sup
Microsoft SQL Server 2014	Sup
Microsoft SQL Server 2014 Express	Sup
Microsoft SQL Server 2014 SP1	Sup
Microsoft SQL Server 2014 Express SP1	Sup

<b>Database server (64-bit)</b>	<b>5.0.4 MR10 +</b>
Microsoft SQL Server 2008 SP3	Sup
Microsoft SQL Server 2008 Express SP3	Sup
Microsoft SQL Server 2008 SP4	Sup
Microsoft SQL Server 2008 Express SP4	Sup
Microsoft SQL Server 2008 R2 SP2	Sup
Microsoft SQL Server 2008 R2 Express SP2	Sup
Microsoft SQL Server 2008 R2 SP3	Sup
Microsoft SQL Server 2008 R2 Express SP3	Sup
Microsoft SQL Server 2012 SP1	LS
Microsoft SQL Server 2012 Express SP1	LS
Microsoft SQL Server 2012 SP2	Sup
Microsoft SQL Server 2012 Express SP2	Sup
Microsoft SQL Server 2014	Sup
Microsoft SQL Server 2014 Express	Sup
Microsoft SQL Server 2014 SP1	Sup

<b>Database server (64-bit)</b>	<b>5.0.4 MR10 +</b>
Microsoft SQL Server 2014 Express SP1	Sup

## Browser

Refer to the [Browser](#) section for the supported browsers and versions to access the BlackBerry UEM console.

## Microsoft .NET Framework

	<b>5.0.4 MR10</b>
Microsoft .NET Framework v3.5 SP1	Sup
Microsoft .NET Framework v4.5	Sup



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